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NEEDHAM LINE ARRIVAL TIME ADJUSTMENTS

It has been two months since the new commuter rail schedules were introduced and we wanted to provide you with an update on the performance of the system and the adjustments being made to Needham Line trains that have been experiencing delays as a result of the changes.

As you may know, the new schedules that were introduced on May 23 represent the most substantial change this network has experienced in more than two decades. The total number of weekday trips across the network has risen to 511, with 21 trains added each day and mileage during peak periods increasing by 12.6%. This has resulted in a temporary downturn in on-time performance which is not unusual for a schedule change of this scope and magnitude.

Over the next few months, we'll be working with the MBTA to analyze performance data with plans to announce final schedule adjustments in the fall. In the meantime, we've identified 2 trains on the Needham Line where, effective immediately, we're making slight modifications to the timetable. Arrival times for the trains have been adjusted by 5 to 10 minutes to reflect the actual performance of these trains, making it easier for our passengers to accurately plan their journey. Please note that departure times will remain unchanged.

Inbound Trains to South Station	New Arrival Time at Destination
620 (5:04 pm train from Needham Heights)	5:45 pm at South Station

Outbound Trains from South Station	New Arrival Time at Destination
621 (5:56 pm train from South Station)	6:48 pm at Needham Heights

In closing, we thank you for your patience and perseverance during this implementation process. You don't like it when your train is delayed and we don't either. But we're confident that once these adjustments are finalized, the result will be a more consistent performance across all lines and a railroad system that is better able to recover when incidents or issues do occur.

Thank you again for your continued support.

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